

Partnering for Success in the Physician – Patient Relationship

- Setting Expectations
- Establishing Treatment Goals
- Enforcing Professional Boundaries

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Defining the Relationship

Pov



partnership



Don't Be the Problem

- ...During the course of this patient-physician relationship, Respondent loaned patient #1 money on three occasions totaling \$2,800.
- ...Respondent made inappropriate diagnoses, which lacked sufficient documentation, testing, and/or treatments.
- ...Respondent knew or should have known that patient #1 was vulnerable.
- ...Respondent demonstrated insensitivity by attempting to initiate sexual contact with patient # 1 when she was hospitalized, weak, and vulnerable. Respondent made no effort to draw a clear line in their relationship; he blurred the distinction between their personal and professional interactions.
- ...Respondent prescribed drugs in dangerous combinations and quantities to at least two patients, contributing, at least in part, to the death of one patient.

Treatment Goals

- Conduct a comprehensive, individualized assessment of each patient
- Explore treatment options and obtain informed consent
- Establish treatment plans that incorporate functional goals
- Anticipate, educate and manage side effects
- Conduct periodic review of treatment goals and efficacy of treatment

Empowerment

- Engage the patient, family members and caregivers as active participants in the management of the treatment plan and goals
- Consider written treatment plans to promote adherence to functional goals
- Outline the patient's role and responsibilities in managing treatment and reaching goals
- Collaborate with patients and other providers, and incorporate supportive therapies

Roles & Responsibilities

- Set clear expectations for treatment
- Enter into formal agreements regarding treatment goals, monitoring and compliance
- Describe how physician and patient will collaborate to manage the treatment plan
- TRUST BUT VERIFY– Discuss how adherence to the treatment plan will be monitored and measured
- Establish clear plans for appointments and assessment of progress and compliance

Professional Boundaries



Expectations & Agreements

- Acknowledge the elephant in the room – If a narcotic contract is appropriate, USE IT
- Enforce adherence to treatment goals and monitoring plans
- Be accessible, respectful and receptive to input from patients, family members, and other care providers
- Avoid assumptions – Rely on factual findings
- ALWAYS maintain professional boundaries

Communication

- Listen more than you talk
- Provide information and education in a manner that meets the patient's learning style
- Obtain prior records and collaborate with other health care providers
- Set clear expectations of how the physician and the patient will interact to achieve treatment goals
- Enforce compliance and refer or discontinue treatment when goals cannot be achieved

Partnership: A Team Effort

Expectations of each party are clear

Therapeutic options are explained and informed consent is obtained

Patients collaborate in developing the plan

Treatment goals are understood and routinely evaluated

Communication and collaboration are clearly documented as part of the treatment plan

Patients receive ongoing education regarding therapeutic goals



Measuring Success

- Periodic review confirms progress toward treatment goals
- Patient reports functionality
- Patient demonstrates compliance and communicates openly and effectively
- Treatment plans are fluid and adapt to changes in patient functionality



Contact the Board

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